

## Indiana Healthcare Associated Infection Initiative

### Cultural Change Activity: Three-Way Communication Practice

Form a team of three.

Each member of the team will have a role:

**Doctor:** You are a doctor who has come quickly into a patient's room. You don't wash your hands and begin right away asking questions of the nurse and trying to get information from the patient while starting an examination. You may use any of the scripted lines or you may use your own as you think they might happen.

**Nurse:** You are in the room when the doctor arrives. You notice that he has not washed your hands during the time you are observing him. You are involved in a healthcare associated infection prevention initiative and know that hand washing is vital. You may use any of the scripted lines or you may use your own as you think they might happen.

**Patient/Resident:** You are an observer of what happens with your health care workers. You are smart and you may or may not choose to speak up as the situation unfolds, dependent upon how your health care workers treat you.

The facilitator says "start" and all team members act out the scene for 3-5 minutes the way they imagine it might go.

After 5 minutes, you may switch roles and do the exercise again.

After role plays are complete, share insights from the exercise. What worked? What didn't work? How did it feel? Did this give you new ideas?